

As a new offering to its Chapter members, itSMF Serbia have established a partnership with IT Governance in providing online bookshop and webstore publishing solutions for IT Service Management, IT governance, risk management, compliance and information security. To access the itSMF Serbia Bookshop at IT Governance Webstore, please use the following link

<http://www.itgovernance.co.uk/MicroSite/?site=192>

ITIL Lifecycle Publication Suite (ITILv3 - Complete Library)



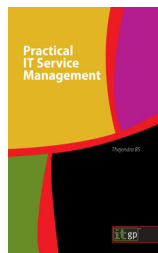
The five new core ITIL titles in the Official ITILv3 Service Lifecycle Publication Suite were commissioned and structured to be read as a five-title series, each building on the contents of the previous work. As the five core titles reflect the lifecycle of services, their appeal encompasses the entire spectrum

of people involved at any stage of the framework. So, without being the prime audience, everyone involved will benefit from access to the entire library.

£299.00

(www.itgovernance.co.uk/products/793)

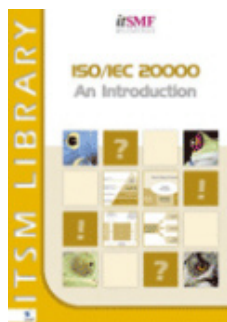
Practical IT Service Management: A Concise Guide for Busy Executives



Practical IT Service Management is a clear, concise and to-the-point guide to implementing IT service management (ITSM). It is based on ITIL v3, one of the most widely accepted best-practice approaches to ITSM. This book is written by Thejendra BS who is an internationally experienced IT manager based in Bangalore, India.

£39.95 (www.itgovernance.co.uk/products/1495)

ISO/IEC 20000 An Introduction



ISO/IEC 20000: An Introduction is aimed at a broad range of practitioners, trainers and students, who work in IT as well as in other environments, ranging from experienced experts in (IT) service organisations, to those who are looking for a suitable approach to quality improvement issues. Improve the quality of your organisation's IT service processes using this book.

£44.95

(www.itgovernance.co.uk/products/1329)

The Official Introduction to the ITIL Service Lifecycle



This official introduction is your gateway to ITIL. It explains the basic concept of IT service management and the place of ITILv3, introducing the new lifecycle model, which puts into context all the familiar ITIL processes from the earlier books. It also serves to illuminate the background of the new ITIL structure. This title introduces ITSM

and ITIL, explains why the service lifecycle approach is best practice in today's ITSM, and makes a persuasive case for change.

£30.00

(www.itgovernance.co.uk/products/834)

Outsourcing IT Book and Pocket Guide Duo (Download) NEW



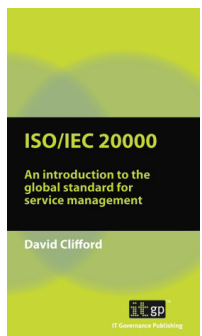
The current economic climate is putting companies under increasing pressure to find new ways of cutting costs. However, all too often, IT outsourcing projects fail because companies have not applied appropriate governance processes to the project. This book and pocket guide duo complement each other very well and will guide you through the outsourcing process. This duo will help you avoid the

many pitfalls organisations face when outsourcing their IT.

£59.95

(www.itgovernance.co.uk/products/2893)

ISO/IEC 20000: A Pocket Guide NEW



This introduction is a handy reference tool that contains in one place some of the key information that those working with ISO/IEC 20000 (edition 1 : 2005) may need. It provides a succinct overview of the purpose of the standard and its intended use. **THIS IS THE FIRST CHANCE TO PRE ORDER THIS NEW TITLE.**

£12.95

(www.itgovernance.co.uk/products/2962)

Passing Your ITIL Foundation Exam, Second Edition (ITIL v3)

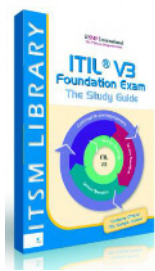


This, the only official study guide for the new ITILv3 Foundation Exam, is an essential tool for anyone taking this exam. It is endorsed by APM Group, the official ITIL accreditor. This guide has now been updated to take into account the latest revision to the ITIL Foundation 2009 syllabus. It also

details each of the five components of the lifecycle to help candidates pass the Foundation exam.

£20.00 (www.itgovernance.co.uk/products/1335)

ITIL v3 Foundation Exam: The Study Guide



This title comprehensively covers the material in the ITILv3 Foundation exam. Its 230 pages cover the key information you need to know to pass the Foundation exam. In addition, OGC sample Foundation exams are included at the end of each chapter. *ITIL v3 Foundation Exam: The Study Guide* separates out the processes within each lifecycle stage.

£19.95 (www.itgovernance.co.uk/products/2094)

ITIL v3 Foundation Handbook



The *ITIL v3 Foundation Handbook* is a quick management-level reference tool for those interested in ITILv3 - an ideal introduction to the subject matter. Also - uniquely for a pocket guide - it covers the content of the ITILv3 Foundation syllabus. It is an ideal ITILv3 Foundation study aid. This pocket guide

offers basic information around each process and function in the service lifecycle. It cross-references each to the core books for more in-depth reading.

£9.95 (www.itgovernance.co.uk/products/2102)

IT Service Management Based on ITIL v3 - A Pocket Guide (softcover)



A softcover pocket guide which is a quick handy reference to ITIL v3. If you are an ITIL consultant or practitioner, who is always on the move, then this is the book you need. This concise reference fits into your pocket, so you can carry it where ever you go.

£10.95 (www.itgovernance.co.uk/products/1322)

ITIL: Key Element Guide Suite



This suite includes all five of the Key Element Guide series of publications. Each one of these pocket guides supports a particular one of the core ITIL v3 titles, providing a handy quick reference no-nonsense guide to the key information. The main objective of these guides is to convey the best practice information contained in the core ITIL v3 Lifecycle Publication Suite books in an easy-to-read format and it provides an ideal support tool for the main ITILv3 Lifecycle Publication Suite.

£37.95 (www.itgovernance.co.uk/products/1672)

ISO/IEC 20000: A Pocket Guide



ISO/IEC 20000: A Pocket Guide is based on ITIL which is also very widely known and used. ISO20000 describes service management standards that must be attained for corporate accreditation. The goal of this pocket guide is to provide an easy-to-read document that explains the nature, content and aim of ISO20000. It brings ISO20000 within quick and easy reach of a vast international audience.

£14.95 (www.itgovernance.co.uk/products/349)

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The IT Service Management Forum

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